

## **DETAILED ACTION**

### ***Continued Examination Under 37 CFR 1.114***

1. A request for continued examination under 37 CFR 1.114, including the fee set forth in 37 CFR 1.17(e), was filed in this application after final rejection. Since this application is eligible for continued examination under 37 CFR 1.114, and the fee set forth in 37 CFR 1.17(e) has been timely paid, the finality of the previous Office action has been withdrawn pursuant to 37 CFR 1.114. Applicant's submission filed on 11/30/09 has been entered.

### ***Claim Status***

2. Claims 1-3 and 16-36 have been examined.

### ***Claim Rejections - 35 USC § 112***

The following is a quotation of the second paragraph of 35 U.S.C. 112:

The specification shall conclude with one or more claims particularly pointing out and distinctly claiming the subject matter which the applicant regards as his invention.

3. Claim 33 is rejected under 35 U.S.C. 112, second paragraph, as being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention.

Claim 33 recites the limitation "categorizing the data", "the data" in line 5; "the data" in line 7; and "the integrated data" line 8. There is insufficient antecedent basis for these limitations in the claim.

***Claim Rejections - 35 USC § 102***

4. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

**5. Claims 1-3, 18-21, 26-27, 31-32, and 33-36 are rejected under 35 U.S.C. 102(e) as being anticipated by U.S. Patent 6735597 by Paradies (hereafter Paradies).**

**Claim 1:**

Paradies discloses the following claimed limitations:

“matching data elements from multiple systems in an integrated information technology services system, wherein each of said multiple systems has a unique identifier within said integrated services system;”[ Figure 44, figure 2, figure 1. Accordingly, matching data elements (figure 44, incident/corrective action) from multiple systems (figure 2, difficulty levels) in an integrated information technology services system (figure 1), wherein each of said multiple systems (figure 2, difficulty levels) has a unique identifier (figure 2, level) within said integrated services system (figure 1)]

“categorizing said matched data elements to create standard tables that contain information to be used to monitor and measure services provided by the multiple systems to a

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user of the integrated information technology services system; and”[ Figure 1, 2, and 44.

Accordingly, categorizing said matched data elements (figure 44, incident/corrective action) to create standard tables (figure 44) that contain information to be used to monitor and measure services (corrective actions status) provided by the multiple systems to a user (figure 2)of the integrated information technology services system (figure 1)]

“generating a report from said standard tables that integrates and shows the performance and activities of the multiple systems, said report including real time information.”[ Figure 1, 2, and 44. Accordingly, generating a report from said standard tables(figure 44) that integrates and shows the performance and activities (figure 44) of the multiple systems (figure 2), said report including real time information (figure 44)]

**Claim 2:**

A method of reporting data related to information technology services provided by multiple distinct host systems to a customer of the services, comprising the steps of:

“categorizing incidents reported to a service desk by the customer, each incident being categorized by a respective host system to which the incident relates;”[ See figure 1, 2, and 44. Accordingly, categorizing incidents reported (figure 2) to a service desk (figure 1) by the customer (col. 3 lines 39-40, user), each incident (incident) being categorized by a respective host system to which the incident relates (figure 2 difficulty levels)]

“mapping data from other host systems, said mapped data being related to said categorized incidents and associated financial information;”[ Figure 42, figure 2, and col. 1 lines 22-25. Accordingly, mapping data (figure 42) from other host systems (col. 13 lines 5-10,

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corrective action database), said mapped data (col. 13 lines 5-10 and figure 42, root cause/corrective action/incident) being related to said categorized incidents (figure 42, incident) and associated financial information (col. 1 lines 22-25, revenue/profit)]

“utilizing said mapped data to further categorize and resolve said incidents;”[See figure 8, col. 13 lines 5-10, and figure 42. Accordingly, utilizing said mapped data (figure 42, incident/corrective action/root cause) to further categorize and resolve said incidents (figure 42)]

“generating reports based on said mapped data and said utilizing step, said reports integrating and showing the performance and activities of the host systems, including real time information; and”[Figure 42, Accordingly, generating reports (figure 44) based on said mapped data (col. 13 lines 5-10, incident/corrective action/root cause) and said utilizing step (figure 8, col. 13 lines 5-10), said reports integrating and showing the performance and activities of the host systems (figure 44), including real time information (figure 44, status)]

“developing integrating said reports into continuous information technology services improvement programs from said reports.”[ col. 16 lines 30-33, This report provides a clear and concise summary of the status of implementation of each corrective action identified to prevent recurrence of the incident. Accordingly, developing continuous information technology services improvement programs (corrective action identified to prevent recurrence of the incident) from said reports (report)]

**Claim 3:**

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“The method of reporting data of claim 2, wherein said reports provide information associated with the costs of fixing an information technology services problem related to at least a subset of said reported incidents”[See figure 46. Accordingly, wherein said reports provide information associated with the costs of fixing an information technology services problem (figure 46, incident cost) related to at least a subset of said reported incidents (figure 46, incident).]

**Claim 18:**

Paradies discloses “The method of reporting of claim 1, wherein data from said multiple systems are tied together in a warehousing system.”[ Col. 5 lines 41-43. Accordingly, wherein data (casual information)from said multiple systems (figure 2) are tied together in a warehousing system (figure 1 element 60)]

**Claim 19**

Paradies discloses “The method of reporting of claim 18, wherein said identifiers relate different data associated with a specific user.”[ wherein said identifiers (figure 2, levels) relate different data (figure 42, 44, causes/corrective action) associated with a specific user (figure 42, 44, responsible persons)]

**Claim 20**

“The method of reporting of claim 18, wherein said categorizing step is implemented by said warehousing system.”[ Accordingly, wherein said categorizing step (figure 2-44) is implemented

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by said warehousing system (figure 1 element 60)]

**Claim 21:**

“The method of reporting of claim 20, wherein said generating step is implemented by said warehousing system and the method further comprises the step of improving said provided services responsive said report.”[col. 16 lines 30-33, this report provides a clear and concise summary of the status of implementation of each corrective action identified to prevent recurrence of the incident. Accordingly, wherein said generating step is implemented by said warehousing system (col. 5 lines 41-42 and col. 6 lines 34-36) and the method further comprises the step of improving said provided services (corrective action) responsive said report (report)]

**Claim 26:**

Paradies discloses “wherein the mapping and utilizing steps are implemented by a warehousing system.”[figure 1 element 60; col. 5 lines 41-43; col. 6 lines 34-36]

**Claim 27:**

Paradies discloses “The method of reporting of claim 26, wherein said warehousing system further relates different data associated with a specific customer.” [ wherein said warehousing system (figure 1 element 60; col. 5 lines 41-43; col. 6 lines 34-36) further relate different data (figure 42, 44, causes/corrective action) associated with a specific user (figure 42, 44, responsible persons)]

**Claim 31:**

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Paradies discloses, “wherein said report provides a measure of a service being provided, expressing levels of service achieved, key performance indicators, and transaction volumes during a defined period of said event.” [figures 42, 44, 46-47, 49. Accordingly, wherein said reports provide a measure of a service being provided (figure 46, immediate corrective action...about 40 minutes after), expressing levels of service achieved (figure 46 area affected; immediate corrective action..no long term enviromental damage is expected as a result of the temporary outfall exceedence), key performance indicators (figure 46 incident cost), and transaction volumes during a defined period (figure 46, lost production)]

**Claim 32:**

Paradies discloses “wherein said reports provide a measure of a service being provided, expressing levels of service achieved, key performance indicators, and transaction volumes during a defined period.”[figures 42, 44, 46-47, 49. Accordingly, wherein said reports provide a measure of a service being provided (figure 46, immediate corrective action...about 40 minutes after), expressing levels of service achieved (figure 46 area affected; immediate corrective action..no long term enviromental damage is expected as a result of the temporary outfall exceedence), key performance indicators (figure 46 incident cost), and transaction volumes during a defined period (figure 46, lost production)]

**Claim 33:**

Paradies discloses the following claimed limitations:

“collecting operational data from different support applications that form part of the information technology services provided to the customer;”[ Figures 1, 2, and 3. Accordingly, collecting operational data (figure 3-44, analysis of particular incident) from different support applications (figure 2, levels) that form part of the information technology services (figure 1) provided to the customer (col. 6 line 40, user)]

“categorizing the data to form relationships between the data from the different support applications;”[ Figures 2 and 3. Accordingly, categorizing (figure 2, levels) the data (figures 3-44, incident/facts) to form relationships between the data (figure 3, incident/facts) from the different support applications (figure 2, levels)]

“integrating the categorized data to uniformly organize the data; and”[See col. 15 line 56, figure 2, figures 3-44. Accordingly, integrating (col. 15 line 56, summarizing) the categorized (figure 2, levels) data (figure 3-44, incident/facts) to uniformly organize the data (figures 42 and 44, reports)]

“deriving, from the integrated data, and presenting operational characteristics of the information technology services being provided to the customer.”[ See col. 15 line 56 and figure 44. Accordingly, deriving, from the integrated data (col. 15 line 56, summarizing), and presenting operational characteristics of the information technology services being provided to the customer (figure 44)]

**Claim 34:**

The method of claim 33, “wherein each different support application is assigned a unique identifying code to be used in the categorizing step.”[ Accordingly, wherein each different



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support application (figure 2, level) is assigned a unique identifying code (figure 2, difficulties/basic/near root/ root) to be used in the categorizing step (col. 1 lines 53-61, category/subcategories)]

**Claim 35:**

“The method of claim 33, wherein the step of integrating comprises creating standard tables of information to be used in the deriving step “[Accordingly, wherein the step of integrating (col. 15 line 56, summarizing) comprises creating standard tables of information (tabular)to be used in the deriving step (report).]”

**Claim 36:**

“The method of claim 33, wherein each different support application is assigned a unique identifying code to limit the type of data to be used in the integrating and deriving steps.”[Accordingly, wherein each different support application (level) is assigned a unique identifying code (difficulties/basic/near root/ root)to limit the type of data (facts) to be used in the integrating (summarizing) and deriving steps (reporting)]

***Claim Rejections - 35 USC § 103***

6. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

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(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

**7. Claims 16-17 and 24-25 are rejected under 35 U.S.C. 103(a) as being unpatentable over U.S. Patent 6735597 by Paradies (hereafter Paradies) above, and further in view of U.S. Patent Application Publication 20020123983 by Riley et. al. (hereafter Riley).**

**Claim 16:**

Paradies does not explicitly disclose “wherein said multiple systems are host systems comprising a help desk system, a dispatch/logistics/invoicing system, a financial system and a data warehousing system”

On the other hand Riley, “wherein said multiple systems are host systems comprising a help desk system, a dispatch/logistic/invoicing system, a financial system and a data warehousing system.”

[figure 2, elements 21 service desk (help desk), 23 sales (a dispatch/logistics/invoicing system), 27 financial (financial system), 22 central service desk repository (data warehousing system)]

Both are disclose help systems/expert systems. They both report data for an organization. It would have been obvious to a person of an ordinary skill at the time the invention was made to have provided the disclosure of Riley to the disclosure of Paradies for the purpose of allowing for the expert system to be involved with other industry incidents.

**Claim 17**

Paradies does not explicitly disclose “wherein said host systems further comprise a password reset system, an acquisition data processing system, a network management system, a knowledge base system and an asset tracking system”

On the other hand Riley discloses “wherein said host systems further comprise a password reset system, an acquisition data processing system, a network management system, a knowledge base system and an asset tracking system.” [0029, password reset (password reset system), 0098, reports generated or data collected may be stored in central service desk repository (acquisition data processing). 0104, knowledge databases (a knowledge base system). 0203, network management (network management), 0032, asset management (asset management)]

Both are disclose help systems/expert systems. They both report data for an organization. It would have been obvious to a person of an ordinary skill at the time the invention was made to have provided the disclosure of Riley to the disclosure of Paradies for the purpose of allowing for the expert system to be involved with other industry incidents.

**Claim 24:**

Paradies does not explicitly disclose “wherein said host systems comprise a help desk system, a dispatch/logistics/invoicing system, a financial system and a data warehousing system”

On the other hand Riley discloses “wherein said host systems comprise a help desk system, a dispatch/logistics/invoicing system, a financial system and a data warehousing system.” [figure

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2, elements 21 service desk (help desk), 23 sales (a dispatch/logistics/invoicing system), 27 financial (financial system), 22 central service desk repository (data warehousing system)]

Both are disclose help systems/expert systems. They both report data for an organization. It would have been obvious to a person of an ordinary skill at the time the invention was made to have provided the disclosure of Riley to the disclosure of Paradies for the purpose of allowing for the expert system to be involved with other industry incidents.

**Claim 25:**

Paradies does not explicitly disclose “wherein said host systems further comprise a password reset system, an acquisition data processing system, a network management system, a knowledge base system and an asset tracking system”

On the other hand, Riley discloses “wherein said host systems further comprises a password reset system, an acquisition data processing system, a network management system, a knowledge base system and an asset tracking system.” [0029, password reset (password reset system), 0098, reports generated or data collected may be stored in central service desk repository (acquisition data processing). 0104, knowledge databases (a knowledge base system). 0203, network management (network management), 0032, asset management (asset management)].

Both are disclose help systems/expert systems. They both report data for an organization. It would have been obvious to a person of an ordinary skill at the time the invention was made to have provided the disclosure of Riley to the disclosure of Paradies for the purpose of allowing for the expert system to be involved with other industry incidents.

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**8. Claims 22-23 and 28-30 are rejected under 35 U.S.C. 103(a) as being unpatentable over U.S. Patent 6735597 by Paradies (hereafter Paradies) further in view of U.S. Patent 6356841 by Hamrick et. al. (hereafter Hamrick).**

**Claim 22:**

Paradies does not explicitly disclose “wherein said real time information is information less than 1 minute old and comprises data identified for operational management and monitoring of a critical business function.”

On the other hand, Hamrick discloses “wherein said includes real time information is information less than 1 minute old and comprises data identified for operational management and monitoring of a critical business function.”[col. 18 lines 15-21, real time displays provide more accurate location information but require sufficient computer resources to handle the large amount of information. On the other hand, near real time displays, displays that are delayed because position information is only transmitted at predetermined intervals of time for example one to ten minutes, are less accurate but also require less computer resources. Accordingly, disclosing wherein said includes real time information (real time) is information less than 1 minute old (no delay) and comprises data identified for operational management and monitoring of a critical business function (Figure 17)]

All are reporting systems and are thus within applicant’s same field of endeavor. It would have been obvious to a person of an ordinary skill in the art at the time the invention was made to have

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applied Hamrick's disclosure above to Paradies for the purpose of providing real time information reporting for managing services of a company.

**Claim 23:**

Paradies does not explicitly disclose "wherein said report further includes near real time information, said near real time information being information less than one hour old and comprises data from transactions concluded by said multiple systems within the last hour."

Hamrick discloses, "wherein said report further includes near real time information, said near real time information being information less than one hour old and comprises data from transactions concluded by said multiple systems within the last hour." [col. 18 lines 15-21, real time displays provide more accurate location information but require sufficient computer resources to handle the large amount of information. On the other hand, near real time displays, displays that are delayed because position information is only transmitted at predetermined intervals of time for example one to ten minutes, are less accurate but also require less computer resources. Accordingly, wherein report further includes near real time information (near real time), said near real time information being information less than one hour old (one to ten minutes) and comprises data from transactions concluded within the last hour (figure 17).]

All are reporting systems and are thus within applicant's same field of endeavor. It would have been obvious to a person of an ordinary skill in the art at the time the invention was made to have

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applied Hamrick's disclosure above to Paradies for the purpose of providing real time information reporting for managing services of a company.

**Claim 28:**

Paradies discloses "wherein the generating step is implemented by said warehousing system"[figure 1 element 60; figures 3-60]

Paradies does not explicitly disclose "wherein said real time information is information less than 1 minute old and comprises data identified for operational management and monitoring of a critical business function."

On the other hand, Hamrick discloses "wherein said real time information is information less than 1 minute old and comprises data identified for operational management and monitoring of a critical business function." [col. 18 lines 15-21, real time displays provide more accurate location information but require sufficient computer resources to handle the large amount of information. On the other hand, near real time displays, displays that are delayed because position information is only transmitted at predetermined intervals of time for example one to ten minutes, are less accurate but also require less computer resources. Accordingly, disclosing wherein said includes real time information (real time) is information less than 1 minute old (no delay) and comprises data identified for operational management and monitoring of a critical business function (Figure 17)]

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All are reporting systems and are thus within applicant's same field of endeavor. It would have been obvious to a person of an ordinary skill in the art at the time the invention was made to have applied Hamrick's disclosure above to Paradies for the purpose of providing real time information reporting for managing services of a company.

**Claim 29:**

Paradies does not explicitly disclose "wherein said warehousing system further includes daily information in said generated reports, said daily information being collected, extracted and calculated daily."

Hamrick, "wherein said warehousing system includes daily information in said generated reports, said daily information in said reports being collected, extracted and calculated daily."

[figure 8 and 9]

All are reporting systems and are thus within applicant's same field of endeavor. It would have been obvious to a person of an ordinary skill in the art at the time the invention was made to have applied Hamrick's disclosure above to Paradies for the purpose of providing real time information reporting for managing services of a company.

**Claim 30:**

The method of reporting of claim 28, "wherein said warehousing system further includes near real time information in said generated reports, said near real time information being information less than one hour old and comprising data from transactions concluded by said host systems within the last hour."



Hamrick, “wherein said warehousing system further includes near real time information in said generated reports, said near real time information being information less than one hour old and comprising data from transactions concluded by said host systems within the last hour.” [col. 18 lines 15-21, real time displays provide more accurate location information but require sufficient computer resources to handle the large amount of information. On the other hand, near real time displays, displays that are delayed because position information is only transmitted at predetermined intervals of time for example one to ten minutes, are less accurate but also require less computer resources. Accordingly, wherein said warehousing system includes near real time information in said generated reports (near real time), said near real time information in said reports being less than one hour old (one to ten minutes) and comprises data from transactions concluded within the last hour (figure 17).]

All are reporting systems and are thus within applicant’s same field of endeavor. It would have been obvious to a person of an ordinary skill in the art at the time the invention was made to have applied Hamrick’s disclosure above to Paradies for the purpose of providing real time information reporting for managing services of a company.

### ***Response to Arguments***

9. Applicant's arguments with respect to claims 1-3, 16-36 have been considered but are moot in view of the new ground(s) of rejection.

***Conclusion***

10. The prior art made of record listed on pto-892 and not relied, if any, upon is considered pertinent to applicant's disclosure.

***Contact Information***

11. Any inquiry concerning this communication or earlier communications from the examiner should be directed to MICHAEL PHAM whose telephone number is (571)272-3924. The examiner can normally be reached on 9am-5pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, John Cottingham can be reached on 571-272-7079. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/M. P./

/John R. Cottingham/

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